Tips for Interacting with People with Disabilities at the Museum of Science

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Dear Museum of Science Staff/Volunteer:

This guide provides basic tips and communication guide-

who wishes to visit.

The high level of customer service that you routinely

provide individualized service than you typically provide.

visitors have the same access to the Museum.

As a staff person or volunteer at the Museum of Science,
Receive individualized assistance.
Reasonable accommodation is in order to be qualified to be advised that a person does not have to use the term disability and need extra assistance, you must listen and understand what a tool is.

There will be instances when a person's disability is not visible. It may be reasonable to ask for assistance from a peer in a quiet place.

Helping a person get to their desired location.
An example because of a broken elevator.

Notifying someone that a visitor cannot get to a place to ask a question.

Taking a visitor with a hearing disability to a quiet place.

Providing reasonable accommodation, possible scenarios include:
Exchanging ideas of what could be considered a reasonable accommodation because some visitors may not be able to understand a disability in the appropriate place. While there is no direct item in the accessible place, any item in the appropriate item in the accessible place is often very simple. I mean asking a visitor with a hearing impairment to a quiet place to ask a question.

Reasonable Accommodation

The ADA is available at the main lobby.

Meaningful access is available at the main lobby.

Fing T.{1} (ASL) interpreters and signed guides.

Museum's ADA Co-Director: Nora Magle

617-699-3102

Museum of Science, ADA Co-Director: Nora Magle

All direct questions to the Coordinator.

If a question with a disability applies to you as well as to the Museum of Science, ADA Co-Director, you should consider the

If at any time you are unsure of how to accommodate

any disability-related matter.

This concept is referred to as „reasonable accommodation."
Reasonable accommodation is intended to provide individuals with disabilities equal access to programs, services, or activities to be accessible to the maximum extent feasible, consistent with other law requirements.

State and federal laws require public facilities and all

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General Do’s and Don’ts

- You are not required to provide personal care.
- You should never touch a person’s wheelchair.
- Never touch a person unless they specifically instruct you to do so.
- Do not assume incorrect assumptions about a person’s needs, take their lead, listen, and then respond.
- Do not make assumptions about what a person wants.
- Information readily accessible and apparent throughout the public areas of the museum at all times; many of these accessible bathing rooms are located.
- Familiarize yourself with the resources in the building.

Do Say

- A person who is deaf
- Blind person
- A person who is blind
- He has a psychiatric disability
- He is crazy
- She is brain damaged
- He has autism
- She has a brain injury
- She is autistic
- She has a learning disability
- He has a learning disability
- He is mentally retarded
- He has a cognitive disability
- She is confined to a wheelchair
- She uses a wheelchair
- A cripple
- Handicapped

Don’t Say

- A person with a disability
- A person with a disability

Always use people-first language as demonstrated below. When interacting with a person with a disability, there is no need to know the do’s and don’ts of attitudes and behaviors. As people who interact with the public, it is our responsibility to make sure that everyone feels welcomed and valued.

The way we express ourselves tells a great deal about our
Service animals are important, and it's important to understand their role in providing assistance to those with disabilities. Here are some guidelines to follow:

- Service animals are not pets. They are trained to help individuals with disabilities.
- If you see a person with a service animal, it's important to respect their needs and avoid making assumptions about their situation.

When encountering a service animal:

- Never touch a person's service animal.
- Always ask the person if they need assistance.

If you encounter a need to call for assistance, such as in an emergency, it's important to provide clear and concise instructions. For example:

"Excuse me, I'm an emergency medical responder. Please move to the side so I can assist the person with the service animal."

By following these guidelines, we can ensure that service animals are able to provide the assistance they were trained to offer. Remember, they are important partners in ensuring access and inclusion for all.
People with Speech Impairments

You are in a quieter space without background noise.
You should notice one clear line of emotional speech to repeat.
Be patient. Some individuals may need you to repeat what you said when you do not understand what is being said.

Discuss possible scenarios.

Make sure the individual is understanding what you are saying.

Your lips, expressions, etc. Do not assume that they can read.

Avoid speaking when you speak. Use gestures, facial expressions, etc. Do not assume that they can read.

If a person indicates that they speak, read, make sure that you face them and that your mouth is not closed.

Establish eye contact. If the individual is using the services of an interpreter, speak directly to the person.

Always be prepared with a pen and paper in the event that someone must communicate with you in writing.

Have a good understanding of English.

Take the time to communicate effectively. Use simple language, recognizing that some individuals may not understand what you are saying because they have a cognitive ability. Do not assume that a person cannot understand what you are saying because they have a range of speech impairments.

Give the person your full attention and attempt to understand what they are saying.

Speak in a regular tone of voice.

What they said.

Do not interrupt the person if they appear to be talking.

Do not interrupt the person if they are talking.

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Speech Improvement.

People with hearing impairments need for people with hearing impairments.

People with Speech Impairments.
Announce when you are leaving.

- Are visually descriptive, such as colors or shapes.
- Visual images like "look" or "see" or use words that
  speak naturally, especially if they are new.
- Speak naturally, in conversation, do not be afraid to use
  information.
- If you are giving directions, give specific non-visual
  information.

- If you are dealing with an individual with a physical or
  cognitive disability:
  - Identify yourself as a Museum of Science staff
    person or volunteer.
  - Offer your assistance, and await instruction from the
    individual, if at all possible.
  - Offer your assistance without being explicit, so they know
    where you are in all situations speak directly to the
    individual, so they know your presence immediately.
  - If you see a person using a guide dog or cane,
    announce your presence immediately.
  - Do not touch or attempt to guide an individual without
    consent.

Interpret this as rude behavior.

- Please note that some people with cognitive disabilities may not
  move in a quiet area.
- If the area is loud and has many distractions, suggest
  turning on a music device.
- The necessary time to interact with the person using
  the device.
- If the person brings a communication device, take
  using different words.
- Information more than once if in a different way.
- Be patient and systematic.
- Be clear and concise.
- Do not use baby talk.
- Speak directly to the individual using simple, clear,
  and concise language in a normal speaking voice.
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Vision Statement

Accessibility Initiative

Museum of Science

October 2012

extra time

a disability? You should provide it, even if it takes
extra time. If a person tells you they need assistance because of

especially ask the parent if you can be of assistance.

be empathetic and flexible, taking the necessary
time to listen to the person’s concerns. If he’s a child,

consider moving the conversation to another location.

touch them. Speak to them in a calm manner and

volunteers.

how to respond to situations from Museum staff and

stay calm. Remember that visions take their cues on

If a person appears to be agitated or upset, do not

There is no intent to be disruptive.

Observeable; In such instances, remember that

children, and in these ways they express many and

some disabilities can cause people, both adults and

conditions may require some level of assistance.

People who have

In many cases, you cannot identify a person with a

General Tips

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For further information, contact:

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617-589-3102
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